User's Guide

Creative Video Blaster WebCam Go Plus

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Version 2.4, June 2000

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❏ Directive 89/336/EEC, 92/31/EEC (EMC)

Contents

2   Using WebCam Go Plus as a Web Camera

3   Using WebCam Go Plus as a Digital Camera

A   Technical Specifications

B   Troubleshooting

C   Note on USB Compatibility

D   Technical Support

Creative European Help Line

Introduction

Creative Video Blaster WebCam Go Plus is an Internet video camera that allows you to capture images in both 16-bit and 24-bit (16.7 million) colours. It also records videos in full-colour. The following are just some of the things you can do with your WebCam:

❑ **Video-conferencing**. Want to chat face-to-face with someone over the Internet? Used together with Microsoft NetMeeting, your WebCam allows you to have real-time video-conferencing with virtually anybody over the Internet!

❑ **Security Camera**. Worried that someone will use your computer without your knowledge? When used together with WebCam Monitor, WebCam Go Plus can function as a security camera, recording short videos of any movement that is in its field of view. It can also be programmed to take pictures automatically at regular intervals.

❑ **Portable Digital Camera**. As WebCam Go Plus is detachable, you can disconnect it from the computer and use it as a digital camera to take pictures anywhere you like! With WebCam Go Plus' focus-free lens, you don't need to manually focus your camera. Just snap your pictures and the images will turn out sharp every time! Downloading images from WebCam Go Plus is a breeze with WebCam Go Control.

About the Applications

Creative WebCam PhotoEditor™

Creative WebCam PhotoEditor is an image editing and enhancing application that complements your WebCam. Its many nifty features include a suite of special effects tools and a set of designer-looking templates, useful for creating impressive personal greetings and presentations.

Creative WebCam Go Control

This powerful application lets you take pictures or record video clips and store them in albums. Use this application to download pictures you have taken when the camera was disconnected from the computer. You can also export these pictures or video clips to other programs, or send them as attachments to your e-mail message. There are various settings for you to adjust so that you can optimize the quality of your pictures and video clips.

Creative WebCam Monitor

If you are thinking of putting a live snapshot of your office, garden, or even your hamster cage on your web page, use WebCam Monitor! Just point your camera at the desired subject, specify some settings, and WebCam Monitor does the rest, including automatically uploading the snapshots to your website. It can even act as a motion-detecting security system that automatically sends an e-mail message to notify you whenever anybody moves within the camera's field of view.

PixAround™ PixMaker™ CE

PixMaker CE lets you create your own 360° interactive PixAround scenes, web pages and postcards in 3 easy steps — just snap, stitch and publish! Now, you can create immersive and interactive 360° web pages easily, without the need for expensive professional equipment or additional plug-ins.

PixAround PixScreen™ CE

PixScreen lets you view PixAround scenes without the need of additional plug-ins. Navigate around a 360° PixAround scene with the help of buttons built into PixScreen's friendly user interface, or print out your PixAround scenes in normal or panoramic view!

MediaRing Talk™

With MediaRing Talk, you can literally call somebody half a world away without worrying about exorbitant phone charges. MediaRing Talk uses sophisticated patent "knocking" technology to call the other party's PC or phone. The party you are calling does not need to be connected to the Internet. That means you don't have to waste time pre-scheduling Internet phone conversations. In addition to making Internet phone calls, MediaRing Talk also lets you leave voice messages and engage in text chat.

In addition, if you are a Sound Blaster Live! user, you can use Creative VoicePersonas, a feature incorporated into MediaRing Talk that allows you to disguise or distort your voice. This cool feature leverages on Sound Blaster Live! powerful audio processing technology to provide you with a range of VoicePersonas such as Chipmunk, Male to Female, or Female to Male.

Microsoft® NetMeeting®

Microsoft NetMeeting is a voice communications client that includes support for international conferencing standards and provides true multi-user application sharing and data conferencing capabilities.

It supports one-way or two-way video-conferencing, so your friends can see you even if they do not have a camera. Audio-only conversations and text chats are also supported. Two or more users can collaborate on a document, doodle on a whiteboard, or even share any Windows application in real-time over the Internet or a corporate intranet.

Microsoft Internet Explorer

Microsoft Internet Explorer is an Internet browser that features ActiveX technology, so web pages can combine interactive ActiveX Controls, Java applets, and more to create interactive content. ActiveMovie technology allows you to view multimedia content on the web, including MPEG audio and video.

Creative LAVA!™ Player

An advanced software developed at the prestigious Creative-EMU Technology Center, LAVA! Player lets you create and play stunning animated 3D videos to accompany your music files. It combines textures, images and colours to create mesmerizing forms that dance and groove — all in a matter of seconds. LAVA! videos are relatively compact and may be sent easily through the Internet.

LAVA! Player requires a 3D graphics card.

Before You Begin

README File

❑ The README file on the WebCam Go Plus installation CD contains information not available at the time of printing. Read the file before connecting your WebCam to the PC.

System Requirements

❑ 166 MHz Intel® Pentium® or higher 100% IBM®-compatible PC
❑ 32 MB RAM
❑ 70 MB free hard disk space for installation of all software titles
❑ Available USB port or self-powered USB hub
❑ Microsoft Windows® 98, Windows Millennium or Windows 2000
❑ Display adapter that supports16-bit colour at a resolution of 640 x 480 pixels
❑ CD-ROM drive installed
❑ Sound Blaster® or other Windows-compatible sound card and microphone (required for videoconferencing)
❑ Modem or LAN access to the Internet at 28.8 Kbps or faster (required for videoconferencing)

For optimal performance
❑ 200 MHz Intel Pentium or higher 100% IBM-compatible PC
❑ 32 MB RAM
❑ Display adapter that supports 24-bit colour at a resolution of 800 x 600 pixels
❑ Sound Blaster 16 or higher, or other Windows-compatible sound card with full-duplex support for simultaneous two-way conversations

Document Conventions

The following typographical conventions are used throughout this document:

Table i: Document conventions

This	Represents
bold	Text that must be entered exactly as it appears.
italic	Title of a book or a placeholder, which represents the information you must provide.
UPPERCASE	Directory name, file name, or acronym.
< >	Symbols, letters, and key names on the keyboard.
	This notepad icon indicates information that is of particular importance and should be considered before continuing.
	This alarm clock icon indicates that failure to adhere to directions may result in loss of data or damage to your system.
	The warning sign indicates that failure to adhere to directions may result in bodily harm or life-threatening situations.

1

Installing WebCam Go Plus

This chapter consists of the following sections:

❑ In Your Package
❑ About WebCam Go Plus
❑ Inserting or Changing Batteries
❑ Installing WebCam Go Plus.

In Your Package

Your package contains the following items:

❑ One WebCam Go Plus camera
❑ One USB cable
❑ One WebCam Go Plus installation CD
❑ Quickstart Leaflet
❑ One carrying case with belt loop

About WebCam Go Plus

Figure 1-1 shows you the front and back views of the camera.

Focus-free Lens
Objects must be at least 2 feet (61cm) from the lens for the images to be sharp.

Snapshot button
After you have started WebCam Go Control, press this button to capture a still image.

Viewfinder

LED light
Lights up when the camera is turned on.

Built-in Microphone for annotation recording
Press the Audio Record button near the LCD display to record your voice or sounds.

Front view

Viewfinder (back view)
When taking snapshots with the camera disconnected, use this to verify that the object of your snapshot is in view.

Camera busy LED indicator
When the camera is connected to the system, this indicator blinks when commands are sent from the system to the camera.

When the camera is disconnected, this indicator blinks briefly after you press and release the Snapshot button. At this point, do not shake the camera. The indicator will remain lit for a while. When the indicator is turned off, you can take another snapshot.

Back view

Figure 1-1: Front and back views of WebCam Go Plus.

Figure 1-2 shows the buttons and LCD display on the camera.

- To view pictures that you have taken while using the camera on-the-go, you must connect the camera to the computer and download the pictures using WebCam Go Control.
- As JPEG compresses an image according to its details, colours and compression ratio, the file size varies according to the picture taken.
- The counter value decreases by one every time a picture is taken. However, if there is insufficient memory, the counter will drop to zero immediately.

Image counter
Shows the remaining number of pictures that can be taken with the camera undocked. When the counter reaches "000", you cannot take any more pictures until you have cleared the camera's memory by downloading or removing the existing pictures.

Audio Record button
Press and release to start recording your voice or sounds. The displayed counter shows the remaining time left to do audio recording.
Press again to stop recording.
Note: Just position the camera near the sound source. You need not position it directly at the microphone.
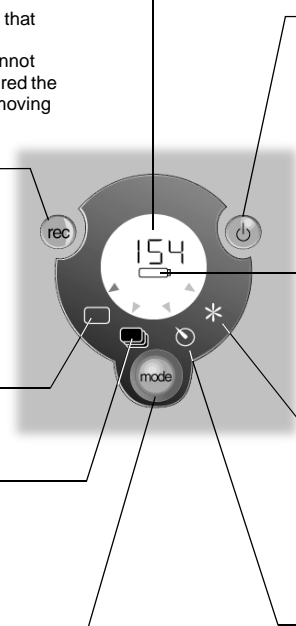
Single-Snapshot mode
In this mode, the camera captures the view in one single shot.

Multiple-Snapshot mode
In this mode, the camera takes a series of pictures, with a constant interval between consecutive takes. By default, the total number of pictures taken is 10 and the interval is 0.5 seconds.
If the interval is set to zero seconds, a video is created. You can change this interval using WebCam Go Control.

Mode button
Press to switch to one of the following four modes of the camera: single-snapshot mode, multiple-snapshot mode, self-timer mode or self-timer multiple-snapshot mode.

On/Off button
To turn on the camera, press this button. You can only turn it on when the camera is disconnected from the system.
To turn off the camera, press and hold for two seconds.
Note: The camera will turn itself off if it is left idle for one minute. This length of time can be changed by using WebCam Go Control.

Battery-low indicator
Lights up when the battery is running low. When the battery is low:
i. the idle-timeout is set to 10 seconds;
ii. the Power LED blinks rapidly;
iii. no pictures can be taken.

Self-timer Multiple-Snapshot mode
In this mode, the camera takes a series of pictures after a specified length of time, with a constant interval between consecutive takes. The default delay time is eight seconds, the total number of pictures taken is 10, and the interval is 0.5 seconds.

Self-timer mode
In this mode, the camera takes a picture after a specified length of time. The default delay time is eight seconds.

Figure 1-2:   Buttons and LCD display on WebCam Go Plus.

Inserting or Changing Batteries

- No batteries are required when the camera is connected to the system.
- If the camera is to be connected to the system for a long period of time, remove the batteries to prevent battery leakage.

- Make sure that you insert the batteries in the correct direction. If not, they may leak and cause damage to the camera.
- Do not mix old batteries with new ones or batteries of different types together.

For WebCam Go Plus to function as a portable digital camera when it is disconnected from the computer, you need to insert two 1.5 V "AAA" alkaline batteries into its battery compartment.

To insert or replace batteries

1. Press the **On/Off** button to turn off the camera.
2. Flip the camera's head unit upwards.
3. Hold the camera in one hand and press the bottom area of the back cover with your thumb until the catches on the cover are detached from the grooves. See Figure 1-3.
4. Push and lift the cover outwards.
5. Remove the old batteries (if any).
6. Insert the new batteries according to the directions shown in the battery compartment.
7. Align the catches on the cover with the respective grooves in the casing and slide the cover until it snaps back into place (see Figure 1-4).
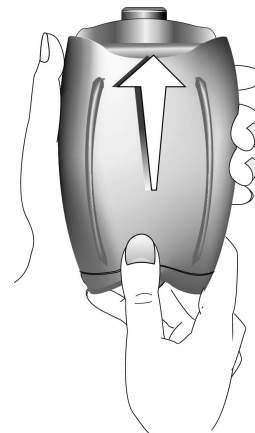

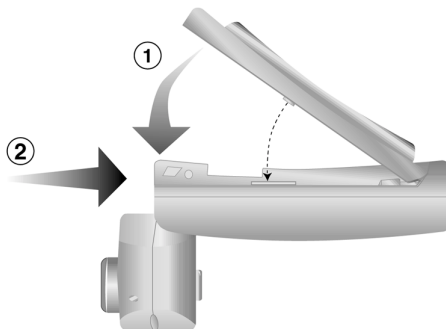*Figure 1-3:   Removing the back cover of the camera.*

Figure 1-4:   Slipping the back cover of the camera back into place.

Installing WebCam Go Plus

Use the installation procedure for your operating system.

For users of Windows 98 and Windows Millennium, see "In Windows 98 and Windows Millennium" in the section that follows.
For users of Windows 2000, see "In Windows 2000" on page 1-7.

In Windows 98 and Windows Millennium

1. Do not connect WebCam Go Plus to your computer before installing the drivers.
   If you accidentally begin installation with WebCam Go Plus connected, the **Add New Hardware Wizard** dialog box appears.
   Click the **Cancel** button and disconnect WebCam Go Plus from your system.
2. Insert the WebCam Go Plus installation CD into your CD-ROM drive.
3. Click the names of the drivers and applications you want to install on your system.

4. Follow the instructions on the screen to complete the installation.
   You may be asked, after an application is installed, if you want to restart your computer. Click the **No** button until all the drivers and applications are installed.
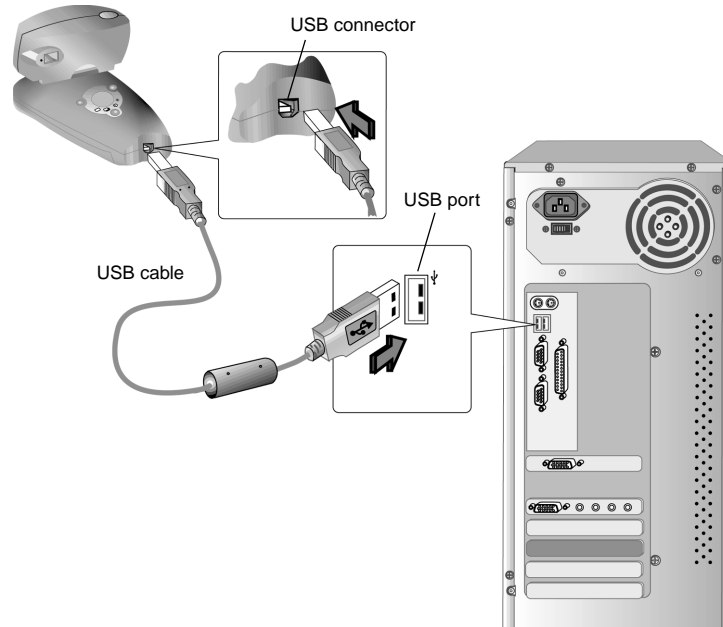

Figure 1-5: Connecting WebCam Go Plus to the computer.

 i. If you are prompted to insert the Windows 98 CD, replace the WebCam Go Plus installation CD with the appropriate CD.
Note: Windows 98 is available in various editions. Be sure to use the correct edition for your system.

ii. In the **Insert Disk** dialog box, click the **OK** button.

iii. Follow the instructions on the screen.

5. Restart your computer.

6. Connect Webcam Go Plus to available USB port.

Verifying the installation in Windows 98 and Windows Millennium

1. Right-click the **My Computer** icon on your desktop.

2. On the menu that appears, click **Properties**.

3. In the **System Properties** dialog box, click the **Device Manager** tab.

4. Click the plus (+) sign next to the **Imaging Device** icon.
    The entry "**Video Blaster WebCam Go Plus (WDM)**" should appear.
    If the entry does not appear, repeat the installation procedure in "In Windows 98 and Windows Millennium" on page 1-5.

In Windows 2000

1. Do not connect WebCam Go Plus to your computer before installing the drivers. If you accidentally begin installation with WebCam Go Plus connected, the **Found New Hardware Wizard** dialog box appears. Click the **Cancel** button and disconnect WebCam Go Plus from your system.

2. Insert the WebCam Go Plus installation CD into your CD-ROM drive. Choose your language and proceed to install drivers and applications. When the **Digital Signature Not Found** dialogue box appears, click the **Yes** button. You may be asked after an application is installed if you want to restart your computer. Click the **No** button until all drivers and applications are installed.
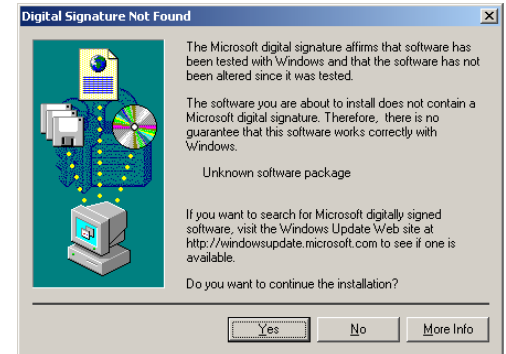
*Figure 1-6: **Digital Signature Not Found** dialog box.*

3. Restart your computer.

4. Connect WebCam Go Plus's USB cable to an available USB port on your computer (see Figure 1-5 on page 1-6). Place WebCam Go Plus on top of your computer monitor or another flat surface. The **Digital Signature Not Found** dialog box appears (Figure 1-7) again, telling you that **Video Blaster WebCam Go Plus (WDM)** has been detected.

5. Ignore the message and click the **Yes** button. Installation will be complete in a while.
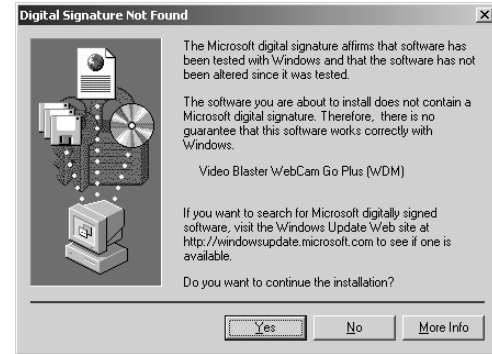
Figure 1-7: ***Digital Signature Not Found dialog box.***

Verifying the installation in Windows 2000

1. Right-click the **My Computer** icon on your desktop.

2. On the menu that appears, click **Properties**.

3. In the **System Properties** dialog box, click the **Hardware** tab.

4. Click the **Device Manager** button. A window appears.

5. Click the plus (+) sign next to the **Imaging Device** icon. The entry "**Video Blaster WebCam Go Plus (WDM)**" should appear. If the entry does not appear, repeat the installation procedure in "In Windows 2000" on page 1-7.

2

Using WebCam Go Plus as a Web Camera

When you connect WebCam Go Plus to the computer, you can use it as a Web camera. Read the following sections on how you can do that:

❑ Starting WebCam Go Control
❑ Taking a picture
❑ Recording a video clip
❑ Viewing an image in its actual size
❑ Selecting the video capture device
❑ Starting WebCam Go Control Help

Starting WebCam Go Control

WebCam Go Control is an easy-to-use application that enables you to take pictures and record short videos with the WebCam Go Plus camera. You can also view the pictures and videos, create and manage albums, and download image files from the camera.

To start WebCam Go Control, do one of the following:

❑ Click **Start** -> **Programs** -> **Creative** -> **Video Blaster WebCam** -> **WebCam Go Control**.

❑ Press the **Snapshot** button on the camera.

❑ If, during installation, you opted for WebCam Control to launch automatically at Windows startup, you will have an icon on your taskbar. Click this icon.

If WebCam Go Control does not recognize the camera correctly, see Appendix B, "Troubleshooting".

After WebCam Go Control is started, the WebCam Go Control screen similar to Figure 2-1 appears, displaying the view that the camera is capturing currently.

The following sections describe the more commonly used operations. For more details on how to use WebCam Go Control, see the section "Starting WebCam Go Control Help" on page 2-4.

Snap an image button
Record a video button

*Figure 2-1:   **WebCam Go Control** screen.*

Taking a picture

1. In the WebCam Go Control window, click the **Live Cam** button.
   The current view of the camera is displayed in the **Preview** window.
2. To capture an image of the preview shown, click the **Snap an image** button.
   You can also press the Snapshot button on the camera.
   The image is captured and saved as an image file with an automatically generated file name.
   It is added to the current album, where its name is prefixed with the still image icon 📷.

Recording a video clip

The built-in microphone in the camera cannot be used to record audio while the camera is connected to the computer.
You need to use the microphone which is connected to the audio card.

1. In the WebCam Go Control window, click the **Live Cam** button.
   The window displays the current view of the camera.
2. To start recording a video, click the **Record a video** button.
   The button starts blinking to indicate that recording is now in progress.
3. To stop the recording, click the button again.
   The button stops blinking.
   The video is saved as an AVI file with an automatically generated file name.
   It is added to the album, where its name is prefixed with the video icon 🎥.

Viewing an image in its actual size

1. Click the **Album** button.
2. Select the desired album.
3. Double-click the thumbnail of the image that is displayed in the **Thumbnail** list.
   The image is displayed in the Video window, in its actual size.
   If you are not satisfied with the result, adjust the appropriate settings in order to get the desired result, and then capture the image again.

Selecting the video capture device

• If you select the VFW driver, some of the settings in the **General** and **Source** tab may not be available. If so, go to the **General** tab and click the **Format** or **Source** buttons to change settings.

• The VFW driver is compatible only with software that supports Video For Windows.

To do so

1. In WebCam Go Control, click the **Settings** button.
2. Click the **Camera docked settings** button.
3. Click the scroll button until you get to the **General** tab.
4. Click the **General** tab.
5. In the **Video device** list box, select the desired video capture device.
   The change is applied.
   Note: The WDM driver gives better performance in terms of frame rate and is the recommended choice.

Starting WebCam Go Control Help

This Help file contains instructions on how to use WebCam Go Control to take pictures and record short videos. It also teaches you how to change settings so as to achieve optimum quality for your pictures and videos.

To start the Help file

1. Click the Creative logo at the top left corner of WebCam Go Control's main window.
2. On the WebCam Go Control menu, click **Help**.

3

Using WebCam Go Plus as a Digital Camera

To use WebCam Go Plus as a portable digital camera, simply disconnect it from the computer. **Note**: Remember to insert two 1.5 V "AAA" alkaline batteries into the camera's battery compartment.

This chapter provides instructions on the following aspects of using WebCam Go Plus as a digital camera:

❑ Taking pictures
❑ Recording audio
❑ Downloading pictures and audio from the camera
❑ Customizing camera settings

Taking pictures

- You can only turn on the camera when it is disconnected from the system.
- The counter value decreases by one every time a picture is taken. However, if there is insufficient memory in the camera, the counter drops to "000" immediately.
- When the counter value reaches "000", you cannot take any more pictures until you have cleared the camera's memory by deleting existing pictures.
- The Multiple snapshot mode consumes more battery power.
- The camera turns itself off if it is left idle after a specified amount of time.

1. Unplug the USB cable from the camera.
2. Press the **On/Off** button on the camera.
   The number of images you can take is shown by the Image counter on the LCD display. See Figure 1-2 on page 1-3.
3. To change the mode of the camera, press the **Mode** button:

   ❑ **Single snapshot**
   Select this mode if you want to take single snapshots instantly.

   ❑ **Multiple snapshot**
   Select this mode if you want to take a series of successive snapshots.
   If the interval is set to zero (using WebCam Go Control), a video sequence will be created.

   ❑ **Self-timer single snapshot**
   Select this mode if you want a snapshot to be taken after a specified length of time. You can use this feature to take pictures of yourself.

   ❑ **Self-timer multiple snapshot**
   Select this mode when you want a series of snapshots to be taken after a specified length of time. You can create an AVI file out of these snapshots.

After pressing the **Mode** button, the LCD displays one of the following codes which represents the current video setting for the mode:

Codes	Video Setting
1L or 1H	160 x 120, Low/High quality
3L or 3H	320 x 240, Low/High quality
6L, 6H or 6U	640 x 480, Low/High/Uncompressed quality

4. Aim the camera at the desired object, using the camera's viewfinder to verify that the object is in the camera's view.
   Note: The object should be at least 2 feet (61 cm) from the camera.

5. Hold the camera still and press the **Snapshot** button.

6. Continue holding the camera until the Camera busy LED (red light) goes off.
   The picture taken is stored in the camera's memory, and the image counter value also decreases.

7. To take another picture, repeat steps 4 through 6.

8. To switch off the camera, press and hold the **On/Off** button for two seconds.

Recording audio

To start recording voice or sounds, position the camera near the sound source, and then press and release the **Rec (Audio Recording)** button on the camera. The counter on the LCD display shows the remaining recording time (in seconds). A blinking dot also appears on the LCD. To stop the audio recording, press and release the **Rec** button again.

Note: If you do an audio recording after taking a picture, the audio file will be linked to that image.

Downloading pictures and audio from the camera

After taking pictures, connect the camera to the computer and then use WebCam Go Control to download the pictures and audio recordings.

To do so

1. In the WebCam Go Control window, click the **Cam Memory** button.
   A thumbnail view of the pictures and audio files stored in the camera's memory is displayed.

2. If the album is not displayed yet, click the **Album** button to display it.

3. From the **Album** list, select the album that you want to store the pictures and audio files in.

4. Select the desired files and click the **Download selected image(s)** button.

Customizing camera settings

For more information on downloading pictures and customizing the camera, refer to the Help file in WebCam Go Control.

Use WebCam Go Control to adjust the following camera settings for photo-taking:

❑ Image size

❑ Number of frames in multiple snapshots

❑ Time interval between successive frames for multiple snapshots

❑ Level of quality

❑ Beep mode enabled or disabled

❑ Duration of the delay for taking delayed (self timer) snapshots

❑ Power-saving enabled or disabled

❑ Length of time before the camera is switched off

You can set different settings of image size and quality for each of the four camera modes.

A

Technical Specifications

Features and Specifications

❑ colour VGA (640 x 480) CMOS image sensor
❑ 8 MB of on-board non-volatile memory for image storage
❑ LCD counter display to indicate number of pictures left and mode of stills captured
❑ Snapshot button
❑ LEDs to indicate powered-on state and camera-readiness state
❑ High-quality, focus-free, scratch-resistant glass lens
❑ Built-in optical viewfinder
❑ Built-in Piezo transducer to provide audio cues
❑ Built-in microphone for audio recording
❑ Mode selector for four different modes of still capture
❑ When detached:
  • Capable of capturing in excess of 92 (JPEG format) 640 x 480 still pictures
  • Images are stored natively in JPEG format
  • Draws power from two "AAA" batteries
    (**Note:** Battery life in this mode depends on the battery type.
    Two "AAA" alkaline batteries can last for up to 300 snapshots.)
  • Auto shut off after a specified length of idle time (software-configurable)

- When attached:
  - Captures video at up to 30 frames per second at resolutions of 352 x 288, 320 x 240, 176 x 144 and 160 x 120 and up to 15 frames per second at 640 x 480
  - Captures still images in 24-bit colour at all resolutions up to 640 x 480
- Attaches to the PC via the Universal Serial Bus (USB) port

Driver and Operating System Compatibility

- USB model supports Windows 98, Windows Millennium and Windows 2000
- WDM MiniDriver for DirectShow, and Video For Windows compatibility.
- TWAIN support
- Standard interface works with virtually all camera applications including Microsoft NetMeeting.
- Microsoft Still Image (STI) support

Power

From USB port or self-powered USB hub (powered by an external power source).

Sensor

CMOS image sensor

Resolution (for both Video mode and Still mode)

- 640 x 480
- 352 x 288
- 320 x 240
- 176 x 144
- 160 x 120

Resolution (for Undocked mode)

- 640 x 480
- 320 x 240
- 160 x 120

Sensitivity

6 lux

Video formats	❑ 24- and 16-bit RGB
	❑ 4:2:0 YUV Planar
	❑ JPEG
Exposure control	Automatic (optional manual control with software)
colour balance	Automatic (optional manual control with software)
Colour matrix	Preset and integral to camera
Field-of-view	52 degrees (horizontal)
Depth-of-field	2 feet (61 centimeters) to infinity
Port compatibility	Universal Serial Bus port

B

Troubleshooting

Problem Installing Software

The setup program for WebCam Go Plus does not run automatically after you insert the installation CD into the drive.

Cause   The AutoPlay feature in your Windows system may not be enabled.

Solution   To install the software from the CD:

1. Leave the installation CD in the CD-ROM drive.
2. Click **Start** -> **Run**.
3. In the **Run** dialog box, click **D:\CTRUN\CTRUN.EXE**.
4. Follow the instructions on the screen to complete the installation.

Problems Using WebCam Go Plus

There is no USB port available to connect the USB cable.

Solution   Do one of the following:

❑ Unplug the device currently connected to the USB port.

❑ Add a self-powered USB hub.

❑ Add a PCI USB card.

An application reports that the video driver is already in use, or that the camera cannot be found.

Solution   Do the following:

- ❑ The camera is not properly connected. To resolve this problem, ensure that the camera's USB connector is inserted, and that the USB host controller is enabled in the BIOS. Refer to your PC's documentation for information on the BIOS.
- ❑ Reinstall the video capture drivers and reboot.

The image is too bright even though exposure and brightness levels have been adjusted.

Cause   The amount of light entering the camera has exceeded the exposure control limit. There may be a very bright object in the camera's view.

Solution   Avoid pointing the camera at very bright objects (for example, sunlight, lights, or highly reflective surfaces).

Insufficient system resources reserved for the USB port, causing the system to be unable to function.

Cause   There are too many devices in the system, causing IRQ problems with the system's USB controller.

Solution   Do the following:

1. Remove some devices from the system.
2. Restart the system.
   The system will automatically re-allocate the resources.

When the camera is connected to the system, pressing the Snapshot button does not start an application.

Cause   The application to be activated has not been pre-selected.

Solution   Do the following:

1. Click **Start** -> **Settings** -> **Control Panel**.

2. In the **Control Panel** window, double-click the **Scanners & Cameras** icon. The **Scanners & Cameras Properties** dialog box appears.

3. On the **Devices** tabbed page, select the entry **Video Blaster WebCam Go Plus (WDM)** and then click the **Properties** button.

4. In the **Video Blaster WebCam Go Plus (WDM) Properties** dialog box, click the **Events** tab.

5. On the **Events** tabbed page, ensure that the **Disable device events** check box is not selected.

6. In the **Camera events** list, select **"Open Application"**.

7. In the **Send to this application** list, select **WebCam Go Control** and/or other applications that you want to activate by pressing the **Snapshot** button.

8. Ensure that you have selected an application for taking pictures. See the following problem description and solution.

If you select more than one application, you will be prompted to choose one of them when you press the Snapshot button.

When the camera is connected to the system, pressing the Snapshot button does not take a picture after WebCam Go Control is started.

Cause   The application for taking pictures has not been selected.

Solution   Verify that pressing the **Snapshot** button starts the correct application. If it does not, see the solution on page B-2.

To select an application for taking pictures:

1. Do steps 1 through 5 above.

2. In the **Camera events** list, select **"New Picture Captured"**.

3. In the **Send to this application** list, select **WebCam Go Control** and/or other applications that you want to use to take a picture.

If a selected application is already running, pressing the Snapshot button will not start any other applications. Instead, the current running application will be used to take a picture.

C

Note on USB Compatibility

While testing WebCam Go Plus on PC motherboards with integrated Universal Serial Bus (USB) ports, we encountered a small number of motherboards that do not meet the USB specification exactly. These and other non-USB-compliant motherboards may not operate correctly with WebCam Go Plus. Fortunately, the manufacturers of some of these motherboards have released new versions of motherboards or BIOS to address the problem.

If the setup program warns you that your motherboard's USB port is incompatible, or if the camera does not work on your system and you suspect that the problem may be related to your PC's USB port, the following is a list of available options:

1. Contact your PC vendor.
   Your PC vendor may be able to upgrade your motherboard or its BIOS to a newer version that addresses USB incompatibilities.
2. Use a PCI host adapter which provides USB connectors.
   If you are not able to upgrade your motherboard or its BIOS, we recommend this approach.
3. Attach the WebCam Go Plus to a powered USB hub.
   Some USB devices (such as monitors) also operate as powered USB hubs; you can also buy dedicated powered USB hubs which are to be attached to your PC's USB port. However, in some cases, attaching a powered USB hub to a non-USB-compliant USB motherboard connector will not solve the problem.

To look for a USB compatible product, you can visit the product search page at the official USB Web site: **http://www.usb.org/ app/search/products**.

D

Technical Support

We are committed to giving you the best product as well as the best technical support.

For fast and efficient Technical Support solutions, please use the Creative Web Support services in the first instance. If your Creative product was pre-installed in your computer, your primary source of technical support is the Personal Computer supplier who provided the system.

The European support area on our web site at **www.creative.com** is continuously updated and contains the following:

Before contacting "European Help Line", please ensure that you have read the 'Troubleshooting' Appendix. The Creative web site at <u>www.creative.com</u> gives you access to the latest drivers and troubleshooting tips.

FAQ:	Access the latest information on Creative products with advice on how to resolve commonly asked questions
Solve Your Own Problem:	Enter keywords to search the comprehensive library of product and technical information
Download Drivers:	Quick access to the latest Creative drivers
Library:	Find the documents for a wide range of Creative products

| **Email Your Problem:** | Complete the technical support web form and submit for a response |
| **Telephone Support:** | European Telephone Support contact details. See also European Helpline section in manual for contact details. |

If You Have a Problem

Please retain all contents including packaging and proof of purchase until you are fully satisfied with product.

If you have a problem installing or using your Creative product, please use the Creative Web Support and/or Telephone Support services for assistance. Note the following information for reference should you require technical assistance:

❑ The model and serial number of your Creative product
❑ Error information on the screen and how it came about
❑ Information on the adapter cards which may be causing a conflict
❑ Hardware configuration information such as the base I/O address, IRQ line, DMA channels used
❑ Motherboard information: BIOS manufacturer/version and chipset manufacturer
❑ Type and version of your operating system, e.g., DOS 6.0, Windows 3.1x, Windows 95, Windows 98 or Windows NT

If, after using the Creative support services, you believe your Creative product to be defective, you should verify the purchase date and the take the appropriate action as detailed below:

Less than 30 days since date of purchase

Should your store receipt indicate that the product is less than 30 days old, you have the option of returning the full product to the dealer/retailer for a replacement or credit. The 30-day time period may not apply in all instances, so please check the seller's replacement/credit terms.

More than 30 days since date of purchase

Contact European Technical Support to clarify the nature of the problem and to obtain details of our repair returns procedure. Creative Labs requires that all returns for repair/ replacement must first be issued with an authorisation number.

Returning a product for repair

❑ Contact Technical Support to receive your authorisation number for repair/replacement of product.

❑ Technical Support will communicate how to return the product in question for repair/replacement.

❑ You should only return the hardware item in question and return it to the address detailed by Technical Support. Please retain all software, accessories and the original packaging.

❑ Please quote the authorisation number clearly on the outside of the packaging in which you return the hardware item in question.

❑ Upon receipt of the faulty item, Creative Labs will process your request and arrange a return or replacement.

Creative may replace or repair the product with new or re-conditioned parts, and the faulty parts will become the property of Creative. The warranty period for your repaired/replacement item is 90 days from the date of shipment from Creative, or what is left on the original item's warranty, whichever is longer.

To avoid tariffs when shipping a product to Creative Labs from outside the E.U., you must complete the relevant customs documentation before shipping the product (please allow 30 days).

Limited Warranty

Creative Labs (Ireland) Limited ("Creative") warrants to you, the original purchaser only, that the hardware product will be free of defects in materials and workmanship for a period of two years after the date of purchase, or such other period as may be expressly specified by Creative or required by applicable law ("Warranty Period").

Creative's entire liability and your remedy will be, at Creative's sole discretion, the repair or replacement (with the same or similar model) of any hardware or accompanying item(s) not meeting the "Limited Warranty" explained above that is returned to Creative's authorised distributor or dealer during the Warranty Period with a copy of your receipt.

What this warranty does not cover

This warranty gives you specific legal rights. You may have other rights which vary from country to country. Certain limitations in this warranty are not permitted by the jurisdiction of some countries, so some limitations here may not apply to you.

To the maximum extent permitted by applicable law, Creative disclaims all other warranties and conditions, expressed or implied, including the conditions of quality, merchantability or fitness for a particular purpose with respect to the use of this product. Creative also disclaims any obligation to support products for all operating environments - for example, by ensuring interoperability with future versions of software or hardware. In no event shall Creative or its licensors be liable for any indirect, incidental, special or consequential loss or for any lost profits, savings or data arising from or relating to the use of this product, even if Creative or its licensors have been advised of the possibility of such loss.

Specifically, this warranty does not cover failures of the product which result from accident, abuse, misuse, alterations (by persons other than Creative or its authorized repair agents), moisture, corrosive environments, shipping, high voltage surges, or abnormal working conditions. This warranty does not cover normal wear and tear. You are specifically advised to take a backup copy of any software provided with the Creative product for security purposes.

Creative European Help Line

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Internet   **To receive technical support via the Internet, please e-mail: support@europe.creative.com**

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